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Created

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: WORKERS' COMPENSATION ASSISTANT

DEFINITION

Under general supervision, to perform entry level and specialized assistance in the area of Workers' Compensation; to monitor and process claims for Workers' Compensation benefits, to provide responsible administrative support to higher level management staff; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class perform entry level claims handling and examining and related duties under the direction of the Principal Human Resources Analyst/Benefits, or designee.

REPORTS TO: Principal Human Resources Analyst/Benefits, or designee.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Principal Human Resources Analyst/Benefits, or designee.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Assist in the administration of Workers' Compensation claims.
- Receive, record, and review all on the job injury claims and report; perform initial case set-up on all new files.
- Authorize treatment utilizing California State Workers' Compensation law.
- Advise employees and dependents of entitlement to Workers' Compensation benefits under State law and City policy.
- Arrange special investigations and medical examinations.
- Authorize treatment and/or change of physician.
- Advise departments regarding procedures and reporting deadlines involving work injuries.
- Coordinate return to work and absentee information with payroll to insure prompt payment of benefits.
- Perform weekly processing of payments to employees and vendors; process monthly advanced disability payments; conduct reconciliation process to ensure accuracy.
- Prepare annual computerized reporting and processing of earnings (1099's).
- Administer the Modified Duty Program, within the guidelines of City policy.
- Prepare legal transmittals and other miscellaneous correspondence.
- Maintain records of division accounts and prepare requests for payment for invoices from vendors.
- Assist claims examiners with other routine assignments.
- Answer phones, receive and sort mail, arrange meetings, and perform other responsible administrative duties as required.

QUALIFICATIONS

Knowledge of:

- Basic knowledge of the California State Labor Code and Workers' Compensation Law.
- Basic knowledge of medical terminology, anatomy, and technical terminology used in medical and legal fields regarding industrial cases.
- Basic knowledge of the jurisdiction, functions, and procedures of the Workers' Compensation Appeals Board.
- Personal computer operations and software applications.
- Business letter writing and basic report preparation methods and techniques.

Ability to:

- Interpret and understand the basic provisions of Workers' Compensation laws.
- Establish and maintain cooperative relations with those contacted in the course of work.
- Keep comprehensive records.
- Analyze facts, information, and data.
- Work independently.
- Compose clear and concise letters.
- Utilize a personal computer and applicable software.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: High school graduation or satisfactory equivalent. The completion of specialized courses in Workers' Compensation is highly desirable.

Experience: Three years of experience in processing claims, or in a workers' compensation related environment performing administrative/office work. Experience with computers and word processing software is required.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Workers' Compensation Assistant

TO: Claims Administrator